

## Accessing Your NASA eOPF

### Log on to eOPF

1. Access <https://eopf.nbc.gov/nasa/>
2. Read the eOPF User Agreement and click **Accept**
3. Enter your eOPF ID
4. Enter your secure password
5. Click **Submit**

### First Time User Request an eOPF ID and Password

**Note:** If you do not have a password but have already been provided with an eOPF ID, proceed to Step 5.

1. From the **eOPF logon** screen, click the **Request Your eOPF ID** link
  2. Enter the last 5 digits of SSN, first 4 letters of last name (or entire last name if less than 4 characters) and date of birth
  3. Click **Submit**
- You will receive an email with your eOPF ID*
4. When you receive your eOPF ID via email, return to eOPF
  5. From the **eOPF logon** screen, click the **Request a New Password** link
  6. Enter your eOPF ID, last 5 digits of your SSN, first 4 letters of your last name (or entire last name if less than 4 characters)
  7. Click **Submit**

*You will receive an email with a temporary password*

**Note:** If information you enter does not match the information on record in eOPF, an “Access Denied” Message displays. If you do not have an email address in eOPF, an email is sent to the help desk, who will contact you to assist with access.

When logging into eOPF for the first time, you will need to accept the **Rules of Behavior** and complete the **eOPF Security Profile** page prior to moving on to the **eOPF Welcome** page.

1. Choose and answer three Personal Questions and three Helpdesk Verification questions from the drop-down question boxes
2. Click **Submit**
3. When all information is completed, you are directed to the eOPF Welcome page

### Forgot Your Password?

1. In the **eOPF logon** screen, select the **Request a New Password** link
2. Enter your eOPF ID. Enter the last 5 digits of SSN and first 4 letters of last name (or entire last name if less than 4 characters)
3. Click **Submit**
4. Answer one of the challenge questions you provided during eOPF registration
5. On the **Reset Your Password** screen, enter your new password\*
6. Click **Submit**

\*Passwords must contain at least 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character (i.e. \*, \$, %, &), and be at least 12 characters long.

### **Forgot Your eOPF ID?**

1. In the eOPF logon screen, click the **Request Your eOPF ID** link
2. Enter the last 5 digits of SSN, first 4 letters of last name (or entire last name if less than 4 characters) and date of birth
3. Answer the security question and click **Submit**
4. If you answered the question correctly, your Login ID displays

### **Manually Change Your Password**

1. Click **My Profile** on the eOPF main menu
2. Click the **Change Password** tab
3. Enter your current password in the **Old Password** field
4. In the **New Password** field, enter your new password
5. In the **Verify Password** field, enter your new password again
6. Click **Update**

### **Change Your Email Address**

1. Click **My Profile** on the eOPF main menu
2. Click the **Change Email** tab
3. Type your email address in the **Your Email Address** field
4. Click **Update**

**Note:** The eOPF solution notifies users via email when new eOPF documents are added; therefore, if your email address changes, it is important that you update your eOPF Profile Information.

### **Change Your General Preferences**

1. From the main menu, click **My Profile** and then select the **General Preferences** tab at the top of the screen
2. Select your desired option(s)
  - Number of rows per page to display
  - Fields to display in folder results lists
  - Which folder sides you'd like to see in the folder results list by default
  - Default Search Option (Forms)
  - Visible fields when viewing your eOPF document(s)
  - Assistive technology options
3. Click **Apply**

### **eOPF Online Help**

Within eOPF, each User has access to the eOPF User Guide by clicking on the **Help** link in the top right corner of any eOPF Web page. The eOPF User Guide contains detailed information and step-by-step directions for performing tasks in eOPF.

The NASA Shared Services Contact Center can assist NASA employees and be contacted using the following methods:

- **By phone (NASA Employees Only):** 1-877-NSSC123 (1-877-677-2123)
- **By e-mail (NASA Employees Only):** [nssc-contactcenter@nasa.gov](mailto:nssc-contactcenter@nasa.gov)

You may contact the OPM eOPF Help Desk using the preferred method of email at [eopf\\_hd@telesishq.com](mailto:eopf_hd@telesishq.com) or the alternate method of phone at 1-866-275-8518.

**You will need to provide the following:**

1. Full Name
2. Agency/Organization
3. Contact information (phone and email)
4. The Agency URL impacted (<https://eopf.nbc.gov/nasa/>)
5. The Web Server number (found above the login and password prompts)
6. Complete description of the problem (include screen shots if possible)